

SCHOHARIE COUNTY DEPARTMENT OF PERSONNEL AND CIVIL SERVICE
ANNOUNCES CIVIL SERVICE OPEN COMPETITIVE EXAMINATION FOR:

SENIOR COMPUTER SUPPORT SPECIALIST - #11-282

*Examination Fee - \$7.50

LAST FILING DATE: AUGUST 31, 2004

LAST DAY FOR ***QUESTIONNAIRE** SUBMISSION: SEPTEMBER 21, 2004

DATE OF QUALIFYING EXAMINATION: SEPTEMBER 29, 2004

Exams will be scheduled during working hours starting at 9:00 a.m.

SALARY RANGE: Grade 14 - 30,150. County; salary at school systems varies according to contract.

ELIGIBLE LIST: The list resulting from this examination will be used to fill vacancies as they occur in the Schoharie County Department of Central Data Processing and school systems within Schoharie County.

RESIDENCE REQUIREMENTS: An applicant must have been a legal resident of Schoharie County or one of the six contiguous counties of Albany, Delaware, Greene, Montgomery, Otsego or Schenectady for at least thirty days immediately preceding the test date. The hiring authority may give preference to applicants who live within its jurisdiction.

DISTINGUISHING FEATURES OF THE CLASS: A Senior Computer Support Specialist installs and supports personal computers, coordinates computer systems, trains employees in the use of computers, and supervises non-technical office staff. With the assistance of programmers and other computer specialists, Senior Computer Support Specialists configure personal computers to fit the needs of a particular department. Incumbents maximize the performance of existing systems and anticipate and prepare for changes to meet both changing programs and changes in technology. The position is distinguished from that of Computer Support Specialist by having more formal training, performing more complex work and having supervisory responsibilities. Incumbents do related work as required.

OPEN COMPETITIVE QUALIFICATIONS:

- A. An Associate degree from an accredited college in computer science, data processing or a related field; or
- B. An Associate degree from an accredited college and one year of paid professional experience installing, updating or supporting microcomputer systems; or
- C. A high school diploma or equivalency AND completion of a formal one-year training program in computer science, data processing or a related field AND one year of paid professional experience related to installing, updating or supporting microcomputer systems; or
- D. A high school diploma or equivalency AND two years of experience in installation and configuration of personal computers and in providing training and assistance to users; or
- E. An equivalent combination of training and experience as defined by the limits of (A) through (D) above.

The education requirements must be satisfied by the date of the examination.

SPECIAL REQUIREMENTS: This class requires extensive travel. Incumbents will be required to possess a valid, appropriate level, NYS Motor Vehicle operator's license, or otherwise demonstrate the ability to meet the travel needs of the job.

SUBJECT OF EXAMINATION:

The examination will consist of two parts: a rated evaluation of training and experience to be conducted on the Internet, and a qualifying PC-administered test that will be given after the Training and Experience portion. You must pass the evaluation of training and experience in order to take the qualifying PC-administered test. You must pass both tests in order to be considered for appointment. Only your rating on the evaluation of training and experience will be considered when computing final scores.

***Related Evaluation of Training and Experience**

You will complete a questionnaire that asks for specific information on your information technology education (formal degrees, IT-related training courses, certifications) and experience. You will also be asked to briefly describe a significant achievement in each of the job's areas and to provide the name and contact information for someone who can verify your information. The information you provide about your experience will be rated against the following

areas:
Help Desk
User Support
Network Administration
Data Communications
Business/Systems Analysis
Web Site Development
Microcomputer Repair

IMPORTANT: The training and experience questionnaire will be conducted on the internet. Instructions for completing this questionnaire will be sent to all approved candidates after the last filing date for this examination.

Qualifying Tests:

Qualifying Multiple-Choice Test of Logical Reasoning and Interpreting Instructions for Computer-Related Positions.
These questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g., if A and B, then C) and relations (e.g., greater than). Knowledge of addition, subtraction, multiplication and division is necessary, but neither mathematical sophistication nor computational speed is needed. The flowchart interpretation questions require prior knowledge of flowchart conventions. The interpreting instructions questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

Qualifying Simulation Test on Working Effectively with Others to Solve Job-Related Problems:

This test requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the test, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

Qualifying Simulation Test of User Support and Training:

The test requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a users problem. During the course of handling the problem, candidates will be required to: demonstrate communication skills, apply troubleshooting practices and tools, determine the appropriate level of training needed by the user, and educate the user on the proper use of computers.

Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan.

NOTE: The Schoharie County Personnel Department reserves the right to give the qualifying PC-administered test to only as many candidates as are needed to fill current vacancies.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery-powered calculators. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.

*The required examination fee is seven dollars and fifty cents, which may be in the form of a check, money order or cash. **ONE** check or money order must accompany **EACH** application. If your application is disapproved, your examination fee will **NOT** be returned to you. Please make check/money order payable to Department of Personnel and include the examination number.

Applications and announcements are available on our web site at www.schohariecounty-ny.gov.

ISSUE DATE: JULY 29, 2004

SEE REVERSE SIDE

SEE ATTACHED INFORMATION ON STANDARD BACK OF CIVIL SERVICE ANNOUNCEMENT.